MONTANA PARTNER LIBRARIES

STANDARD OPERATING PROCEDURES

Participating libraries
Bitterroot Public Library
Drummond School and Community Library
Flathead County Libraries
Glendive Public Library
Hearst Free Library
Miles Community College
Miles City Public Library
Mineral County Public Library
Missoula Public Library and branches
North Valley Public Library
Polson City Library

Revised 9/18/06; 9/19/06; 10/17/06; 6/20/07; 1/8/08;18/08/08

Checkout periods
1) 28 days, no grace period, 2 renewals, 10 cents fine/day.
2) 10 days, no grace period, 2 renewals, 10 cents fine/day for new and short-term items as determined by the Partner library.

Holds
- Patrons may place up to 40 holds. No priority is given to any library or patron. All holds are processed on a first come, first served basis.
- Patrons are notified of available holds within 24 hours, via phone, email or mail.
- Staff must check the Onshelf Items with Holds report daily and take appropriate action.
    i. If an item is not on the shelf:
        ➢ Search for a maximum of two days.
        ➢ To force the hold to another Partner libraries copy, check the item out to trace.
        ➢ If your library has the only copy and the hold is for your library's patron, remove the hold and notify the patron.
        ➢ If the patron belongs to another library, let that library know so they can notify their patron.
    ii. If a patron presents an item for checkout that has an onshelf hold, proceed with checkout by using the hold override. The hold patron will remain first in the hold queue.
    iii. Crate packing requirements:
        ➢ When crates include materials for more than one library, items must be banded together and clearly marked according to their destination library.
        ➢ All crates must be secured with bungee cords and clearly labeled lids
- Staff must check the Expire Holds and Clean Holds Shelf report daily.
- An Expire Inactive Holds report runs monthly for each library. This report cancels/expires holds that have been inactive or unfilled for six months.
- Items are held for eight days. The hold is then expired in the system.
- To pick up a hold for someone other than themselves, patrons must have either the library card or hold pickup notice of the patron whose hold is being picked up (e.g. spouse, friend). Holds may not be picked up using another patron's library card.
- In lieu of their library card, patrons may use photo ID to check out materials/holds.

- Patrons may elect to pick up their holds at any Partner Library. Staff will not change pick up location of holds unless asked to do so by patron. If the pickup location of an available hold is changed, contact the library where the item is currently being held so it can be rerouted accordingly.
- Items may be returned to any Partner Library, regardless of where they were checked out.

Receiving Partner items
- Use the Discharge (checkin) wizard.
- If item is scanned and the option "Release Item" appears, choose "Do Not Release Item". This means the item needs to continue its journey to another library.
- If item's "Route/Transit to" location is FLOAT-RET, discharge item again.

Missing AV items
- If a patron returns an item that is missing one of its pieces, call the patron and ask that they return the missing piece (tape, CD, etc.) ASAP.
- Patron has one month to return the missing item.   At that time he/she will be billed for the missing part or the entire set, whichever the owning library requires.
- If the patron belongs to another library, ask that library to contact the patron and follow through in retrieving missing materials (only the patron library can modify the patron account to add extended info notes about having called patron, etc.).
- Keep incomplete items where they were returned until the issue is resolved.

Maintaining patron records
- Database entry guidelines must be adhered to by all libraries. Follow the MSC Patron Registration Guidelines located on the MSC website at http://msl.state.mt.us/For_Librarians/Montana_Shared_Catalog/Circulation/PatronRegistration.doc
- Maintenance of patron records must be done at the home library.

Checkout limits/circulation rules/billing structure
- Unlimited number of items may be checked out.
- Fines are 10 cents per day, per item.
- Patrons are blocked from checking out if their bill is $10.00 or more. While we encourage patrons to pay their bills at their home library, bills under

$10.00 are payable at any library within the Partnership. Fines paid remain at the collecting library.

- If a patron wants to check out items at another Partner Library and their account is blocked, staff can place holds on the items, choosing the patron's home library as the pickup location. The Partner Library can then trap the holds and send the items to the patron's home library for pick up.
- Patrons may register for a library card at any of the Partner Libraries regardless of their status at their home library.
- Patrons may return Partner items at any Partner Library.

Overdue items/damaged, lost & long overdue items

- Patrons who have overdue materials may still check out, provided the estimated or accrued fines are under $10.00.
- If an item belonging to another library is returned damaged or in need of repair, return the item to its home library and await notification of charges. Patron will be billed accordingly and payments will be kept by the collecting library.
- If a patron claims to have lost an item belonging to another library follow these steps:
    - i) Mark item lost using default item price.*
    - ii) Contact the owning library to notify them item is marked lost.
    - iii) Collect money from patron and clear their account.
      (*The lending library can also mark the item lost)
- If a lost item from another library is returned, refunds are not available.

User Claims Returned process

- Always check the shelves before sending an item to User Claims Returned.
- When using the User Claims Returned wizard, the system asks for a date that the item was supposedly returned. Use the actual due date to prevent fines from being assessed and overdue notices from being generated.
- User Claims Returned will be looked for at least twice a month for a period of three months.
- If the item has not been found within three months, contact the owning library and mark it as lost using the Mark Item Lost wizard. Waive the charges. Partner Libraries agree that it is not necessary to remit payment for User Claims Returned to lost charges.

Floating collections

- Floating new adult fiction materials remain at the library where they are returned until they are called upon again through the hold process.
- If a floating item needs attention from the owning library follow these steps:
    - ➢ place a hold for the item using the Float Item Return user
    - ➢ choose the owning library for pickup
    - ➢ trap the hold and route accordingly
    - ➢ attach a note to item explaining what attention is needed
- When a floating item is returned to a non-floating library, that library will check the item out to the OWNING library's float user record before sending the item back. Upon arrival the owning library may need to discharge the item twice.
- When a new floating book is 6 months old and needs to be changed over by the owning library, check the item out to the owning library's float user.
- Every month MSC system administration will send out a report of items that have reached their 6 month limit. Libraries can pull items using this list, or they may use the date added marking on the book to determine when items need to be sent back.

Adding items to the system

- New items may be added to the system 6 months before their publication date.

Current MSC Partner Libraries and contact information:

As of Aug 18, 2008

MSC CODE	LIBRARY	BAR CODE	CONTACT	
BITTERROOT	**Bitterroot Public Library (Hamilton)**	_ 9 5 2 5	Nansu Roddy	nans
	306 State Street, Hamilton, MT 59840-2759		Gloria Langstaff, Director	glola
DRUMMOND	**Drummond School/Community**	_ 3 2 8 5	Jodi Oberweiser, Director	librar
	108 W. Edwards, Drummond, MT 59832			
	PO Box 349, Drummond, MT 59832			
FCL-MAIN	**Flathead County Library (Kalispell)**	_ 3 2 3 6	Patty Jones	pjone
	247 1st Ave. E., Kalispell, MT 59901-4598		Julie Marotz (Holds)	jmar
FCL-BF	Bigfork Branch			
FCL-CF	Columbia Falls Branch			
FCL-MAR	Marion Branch			
FCL-WF	Whitefish Branch			
GPL	**Glendive Public Library**	_3384	Gail Nagle, Director	gnag
	200 South Kendrick, Glendive, MT 59330-1629		Dawn Kingstad	book
			Susan Germann	
HFL	**Hearst Free Library (Anaconda)**	_ 7 4 5 5	John Finn, Director	jfinn
	401 Main Street, Anaconda, MT 59711-2437		Colleen Ferguson	cferg
MCC	**Miles Community College**	_ 9 5 5 2	Ann Rutherford, Director	ruthe
	Miles Community College Library		Front Desk	librar
	2715 Dickinson Street, Miles City, MT 59301			
MCPL	**Miles City Public Library**	_ 0 8 7 2	Sonja Woods, Director	mcpl
	One South Tenth Street, Miles City, MT 59301			
MINERAL	**Mineral County Public Library**	_9 8 6 5	Guna Chaberek, Director	mcpl
	301 2nd Ave. East			
	Superior, MT 59872			
MSLA-MAIN	**Missoula Public Library**	_ 3 1 4 4	Claire Morton	claire
	301 E. Main, Missoula, MT 59802-4799		Honore Bray, Director	hbray
MSLA-SL	Seeley Lake Branch		Sue Stone	sston
MSLA-SV	Swan Valley Branch		Fern Kauffman	svlibr
MSLA-FT	Frenchtown Branch (FRENCHHS)		Heather Tone	htone
NVPL	**North Valley Public Library**	_9 5 1 7	Renee McGrath, Director	renee
	208 Main Street, Stevensville, MT 59870		Carrie Hearn	carrie
POLSON	**Polson City Library**	_ 9 5 2 3	Marilyn Trosper, Director	mtros
	PO Box 820, Polson, MT 59860		Circulation	polso
	2 -1st Ave. E., Polson, MT 59860			